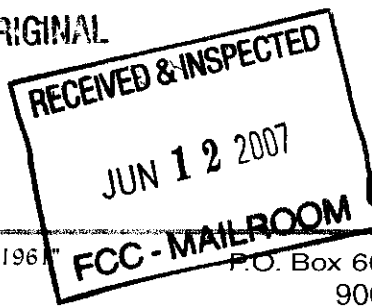


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Upper Peninsula 2-1-1

"Providing guidance and support to U.P. residents since 1961"

June 1, 2007

P.O. Box 606 • Escanaba, Michigan 49829  
906 786-4701 • Fax 906 786-5853  
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Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th St., S.W.  
Washington, D.C. 20554

Jonathan Mead  
EXECUTIVE DIRECTOR

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes  
CC Docket NO. 92- 105

The Upper Peninsula 2-1-1 Call Center, administered by UPCAP Services, Inc. (here in after referred to as U.P. 2-1-1), hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. U.P. 2-1-1 is limiting its comments to the status of 2-1-1 service in Michigan.

U.P. 2-1-1 employs 5 employees and since March 1, 2006 has provided 2-1-1 service to the 15 Counties in Upper Michigan reaching a population of 317,616. The database of service providers used for making referrals has listings for 621 Agencies, 689 Programs and 6,216 Services. In 2006 our 2-1-1 call center received 1,030 calls.

The most common reasons clients give for calling U.P. 2-1-1 are General Legal Aid, Heating Fuel Payment Assistance, Medicare Information/Counseling, Gas Bill Payment Assistance and Rent Payment Assistance

U.P. 2-1-1 has worked closely with community partners, including UPCAP Services, Inc., the Area Agency on Aging, County Commissioners, local United Ways, housing organizations, Community Action Agencies, and human service collaborative bodies across the region. These organizations devoted significant time and resources toward implementing and operating 2-1-1 service to ease access for people in need of information about health and human services and support. We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its' authority to facilitate more widespread use of the service.

Sincerely,

Jonathan Mead  
Executive Director

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